


 Dept FCO - (CO) Custodial > Administrative Unit > Program Review

▼  Dept FCO - (CO) Custodial



**AUO 1.A. Department/Division Name:** Custodial Operations

**AUO 1.B. Name(s) of the author(s) of this report::** Emamuel A. DaSilva

**AUO 1.C. What is the primary focus of your department/division?:** Custodial services

**AUO 1.D. How many customers are served annually and is number trending up, even, or down?:** 1) The increased cleaning square footage will continue to have an adversely affect custodial department if additional custodial personnel is not hired to cover the new facilities. These additional square footages are affecting the already the understaffed seventeen full-time custodian's, excluding the Campus Center custodians, ability to provide adequate quality cleaning, furniture moving, continuous project cleaning, and event coverage, with no relief personnel for absent custodians.

2) Weekend College and other weekend activities affect the overall custodial department's ability to provide quality custodial service due to an increased high volume use of campus facilities on weekends, holidays and VIP visits to the campus. The department currently assigns overtime to clean for Weekend College classes, which the department is not is not receiving additional funds to cover the overtime expenses.

3) The continued request for additional cleaning for special events and VIP visits are affecting the cleaning of other areas on campus. The department has to reduce the cleaning services to classrooms, offices, and restrooms to provide the cleaning service to the areas the VIPs are visiting and the location of the particular event.

**AUO 1.E. Who are the typical customers served by this department/division? :** Entire campus community

**AUO 2.A. What is the department/division Mission Statement?:** To provide De Anza's students, faculty, staff and the public with a clean, safe, and sanitary environment for learning and teaching throughout the campus.

**AUO 2.B. Ways and to what extent do your services support your Mission statement:** The custodial department has various bilingual employees, who speak Chinese, Cantonese, Mandarin, Spanish, Portuguese, Vietnamese, and Tagalog. The diverse ethnicity of the staff can provide some students with directions to classrooms or offices in their native language, thus providing a friendlier and a comfortable learning environment for the students, which will assist in increasing the retention of these students.

The custodial department offers an environmentally clean and pleasant atmosphere conducive to teaching and learning. The custodial department's diverse ethnicity provides the student's directions, in their native language, to classrooms, offices, and student services thus increasing the student's access to the College. This diversity may increase growth by current students mentioning the diversity of the department to friends who may be potential new students and in the retention of the current students.



Terminating or reducing the custodial department will have an immediate impact on the cleanliness and appearance of the college. Lower levels of cleanliness in classrooms, restrooms, locker rooms, and dining areas will reduce the quality of the environment to teaching and learning. Also, the diverse ethnicity assistance provided by the department's personnel would be reduced or lost.

**AUO 3.A. Number of classified employees:** 23

**AUO 3.B. Number of management employees:** 1

**AUO 3.C. Number of student employees:** 0

**AUO 3.D. Position(s) Needed:** 49

**AUO 3.E. Justification for Position(s):** 7 Custodial positions eliminated since 2008, 1 Lead custodial position eliminated 2013. Reducing the custodial department's staff by eight custodians:

- Total square footage 734,033
- Total number of custodians 11
- Total square footage per custodian 66,763

Increased cleaning square footage. Increased weekend activities. Increased special events. In support of our mission statement, Custodial Operations has a staffing of 1 manager, 3 lead custodians and 15 custodians maintaining approximately 734,393 square feet of areas to clean. The cleaning square footage translates to an average of 40,800 square feet (at 100% staffing) to 56,492 square feet (at 70% staffing that is seven custodians absent) per custodian to maintain.

1) These dedicated and experienced custodians do good work with an average of 75% attendance due to vacations, sickness, and injuries. However, they will not be able to sustain this level for an extended period; which is evident by the higher usage of sick leave and in injuries to the custodial.

2) During the past three years, Custodial Operations had its budget request reduced, and the department started the fiscal year with a shortfall. In response to these challenges; the department will have to implement reduced levels and frequencies of cleaning in the office areas, eliminate window cleaning, and reduce re-setting of the desks in the classrooms. Also, the department will have to reduce the major deep cleaning work such as carpet shampooing, floor refinishing to the summer break. Also, the department is responsible for all set-ups on campus, which will limit the staff to small set-ups, and contracting out for larger set-ups.

3) The custodial department's staffing is to the point that it does not have the ability to cover for absent custodians without doubling the work of others. In essence, a significant reduction of cleaning services to all buildings on campus is needed to compensate for the extra effort required during periods of staff absenteeism.

4) To increase the level of cleaning service to APPA's Levels I, II or III the FTE levels of the department will need to be adjusted, using APPA's Custodial Staffing Guidelines, as per the chart listed below.

Additional FTEs needed for APPA's Level I service:	49 for a total of 69 FTEs
Additional FTEs required for APPA's Level II service:	26 for a total of 46 FTEs

Additional FTEs required to maintain APPA's Level III service: 5 for a total of 25 FTEs



**AUO 3.F. If additional position/s were hired did it result in the expected improvement? How so? :**

**AUO 4.A. Have there been any facility changes in the last five years?:** Yes, the Corp Yard was renovated as part of the Measure C bond. ....needs more info

**AUO 4.B. Are there any significant facility changes that will be needed over the next five years?:** Increased storage space for supplies furniture for special events etc.

**AUO 4.C. Give justification for facility requests :** Currently, the custodial storage space size to accommodate supplies, stored furniture, and miscellaneous items is inadequate, and future storage space needs addressing during future expansion meetings.

**AUO 4.D. If additional facility changes occurred, did it result in the expected improvement? How so?:**

**AUO 5.A. Have there been any equipment purchases in the last five-years. If so what was purchased?:**

**AUO 5.B. Are there any equipment purchases that will be needed over the next five years?:** Much needed relief would be given to the Custodial Department should the Planning and Budget Team choose to support the request for an additional FTEs and supplemental funds for staffing, supplies, and equipment.

Electrical carts: the allocation of monies for additional electrical carts will improve our safety and labor productivity by eliminating the time spent by custodians physically transporting equipment, furniture, supplies and garbage collection from one location to another.

The purchase of modern floor equipment, such as ten oscillating floor machines, which will allow one custodian, instead of two, custodians to refinish the floor. Six high-speed burnishing buffers to polish the floors. Six carpet extractor to clean the carpets. The acquisition of twenty HEPA filter, bagless, vacuums to reduce noise pollution, dust control, and providing a cleaner environment. Twenty-five custodial push carts to service the buildings. Twenty Backpack vacuums to vacuum high and low areas. The purchase of ten wet/dry vacuums, and twenty pressure washers to clean the restrooms. Two Tornado Advance Cleaning System to clean Graffiti, and two Dr. Gum removal machine.

**AUO 5.C. Justification for equipment(s)::**

**AUO 5.D. If additional equipment was purchased, did it result in the expected improvement? How so?:**

**AUO 6.A. Amount of Department/Division discretionary (B) budget or explain.: 0**

**AUO 6.B. Does the department/division need additional discretionary funding? If so, why?:** Much needed relief would be given to the Custodial Department should the Planning and Budget Team choose to support the request for supplies and updated cleaning equipment.

**AUO 6.C. Additional discretionary budget requests: \$ 20,000.00**

**AUO 6.D. Justification for additional discretionary budget:** The allocation of monies



for additional electrical carts will improve our safety and labor productivity by eliminating the time spent by custodians physically transporting equipment, furniture, supplies and garbage collection from one location to another.

**AUO 6.E. If additional discretionary budget was allocated, did it result in the expected improvement?:** Yes, carpets were deep cleaned and windows were was by vendors.

**AUO 7.A. Have there been any significant organizational alignment changes over the last five years?:** N/A

**AUO 7.B. List any significant organizational alignment changes needed over the next five years.:** N/A

**AUO 7.C. Justification for significant organizational alignment changes:** N/A

**AUO 7.D. If organizational alignment changes were made did it result in the expected improvement?:** The alignment was just recently approve. More time will be need to determine the effectiveness of the realignment.

**AUO 8.A Have there been any significant changes in regulations/laws/policies over last five years?:** No

**AUO 8.B. List changes in regulations/laws/policies affecting department/division over next five yrs.:** N/A

**AUO 8.C. List any additional resources needed to meet the new regulations/laws /policies.:** N/A

**AUO 8.D. Justification for additional resources:** To increase the level of cleaning service to APPA's Levels I, II or III the FTE levels of the department will need to be adjusted, using APPA's Custodial Staffing Guidelines, as per the chart listed below.

Additional FTEs needed for APPA's Level I service: 49 for a total of 69 FTEs

Additional FTEs required for APPA's Level II service: 26 for a total of 46 FTEs

Additional FTEs required to maintain APPA's Level III service: 5 for a total of 25 FTEs

**AUO 8.E. If additional resources were made provided did it result in the expected improvement?:** The addition of one custodian has reduced the cleaning square footage from 40,800 sq. ft. per custodian to 38,652 sq. ft. per custodian. This increases the service from APPA level five to APPA level four standard.

**AUO 9.A. List any significant professional development activities over the last five years.:** The Custodial team are continual training on:

1. resilient floor care
2. handling of hazardous and infectious waste
3. carpet care
4. the hazardous communication program
5. chemical safety
6. "Green Cleaning" procedures and products
7. all District-initiated training programs

**AUO 9.B. List any significant professional development needs over the next five**

**years.:** The Custodial team will be re-training in the areas of:

1. resilient floor care
2. handling of hazardous and infectious waste
3. carpet care
4. the hazardous communication program
5. chemical safety
6. "Green Cleaning" procedures and products
7. all District-initiated training programs
8. ADA awareness training

**AUO 9.C. Justification for significant professional development .:** At the completion of professional development, the custodians will have improved their skill with current modern techniques for cleaning. Also, the ADA awareness training for access awareness and to emphasize the importance of making sure they do not block access for those students, faculty or staff who need to have clear access.

**AUO 9.D. If additional professional development was provided did it result in expected improvement?:** The additional training has resulted in a safer working environment for the custodians, staff, faculty, and students.

**AUO 10. List other Needed Resources & Justification:** N/A

**AUO 11.A. What are the current/active department/division outcome statements?:** Students and staff will report that classrooms, restrooms, common areas and offices are clean. (Active)

**AUO 11.B. How many AUO statements have been assessed since the last program review?:** 1

**AUO 11.C. Summarize the outcomes assessment findings and resulting department/division enhancements.:** Target : Target Met 85% of respondents "agree" or "strongly agree" that campus classrooms, restrooms, common areas, and offices are clean. (02/26/2018)

Reflection (CLICK ON ? FOR INSTRUCTIONS): The department met as a group to discuss the survey results. The department were pleased to see that despite the staff shortages the goal was met. It is hoped that with the replacement of old equipment, as per the program review, efficiencies can be made to help mitigate the impact of the upcoming budget reductions that may result in layoffs

Enhancement: The team evaluated their shift hours and coverage and adjusted some schedules to allow for more coverage in the late afternoon/early evening shift.(02/26 /2017)

**AUO 11.D. What are the department/division outcome assessment plans for the next five years?:** The division are currently meeting to discuss various suggestions.

